## Average Untimely Lab Specimens Public Health & Wellness



KPI Owner: Dr. Leslie Wolf Process: Diagnose and Investigate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Cal 2014 - 18.83% per month	Data Source: Orchard	Plan-Do-Check-Act Step 3: Determine and quantify root causes
Goal: In comparison to calendar year 2014	Harvest	Measurement Method: % of specimens not received by the LMPHW Lab
baseline, reduce by 10% the percentage of	Goal Source: Executive	within the established timeframe
	Leadership	Why Measure: Evaluate specimen delivery and improve patient care
	Benchmark Source: TBD	Next Improvement Step: Generate potential solutions
Benchmark: TBD		

How Are We Doing?

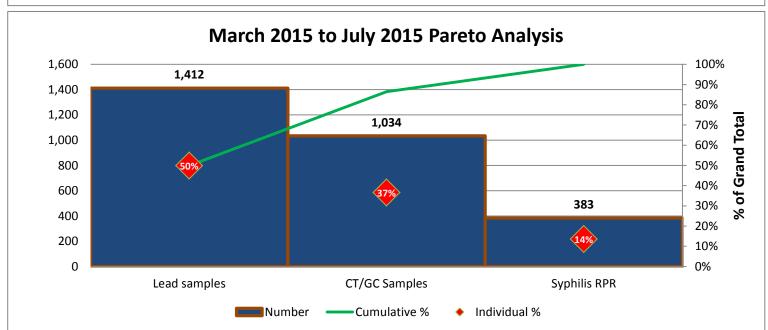
Aug2014-Jul2015	Aug2014-Jul2015
12 Month Goal	12 Month Actual
17%	22%
specimens	specimens



Jul2015 Goal	Jul2015 Actual
17%	20%
specimens	specimens



## **Average Untimely Lab Specimens** Good 35% 30% 25% specimens 20% 15% 10% 5% 0% Aug2011 Oct2012 Feb2013 Jun2013 Aug2013 Oct2013 Dec2013 Feb2015 Apr2015 Oct2011 Feb2012 Apr2012 Feb2014 Jun2014 Aug2014 Oct2014 Dec2014 Dec2011 Apr2014 Jun2015 Jun2012 Dec2012 Apr2013 Median -Goal Benchmark



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